



Telephony Customer Support (Information Technology Specialist 3)

SALARY: \$49,368 – \$64,740 per year (Range 58)

OPENS: May 28, 2010

CLOSES: June 7, 1020

Location: Olympia, Washington

Agency Profile

The Washington State Department of Information Services (DIS) provides quality and reliable computing, telecommunications, and Internet services to state and local agencies, tribal governments, educational institutions, and not-for-profit organizations.

As the technology leader for Washington State, DIS provides innovative services so that government agencies can successfully serve the public. DIS also provides support to the Information Services Board (ISB) and other committees.

Job Overview

The Telephony Customer Support (TCS) position provides support in a shared service environment for approximately 500 State Agencies using 50,000 DIS PBX (Private Branch Exchange) and Central Office based lines (DIS Centrex, converged voice services (Voice over IP/VoIP), and associated 26,000 Voice Mailboxes. Telephony Customer Support includes processing service order requests for adds, moves, changes, providing information on Telephony products and services as well as assistance in troubleshooting by identifying and interpreting repair problems. TCS may also provide assistance and support to Planning and Design Project Managers in the implementation of PBX, Central Office (Centrex), VoIP and Voice Mail service projects.

Qualifications

Four years of information technology experience consulting, analyzing, configuring and resolving problems by providing customer or technical support on telecommunication equipment such as PBX, Central Office and converged voice services (VoIP) and Voice Mail.

Desired Qualifications

- At least two years experience in telecommunications customer service for a large enterprise or telecommunications local exchange provider.
- At least two years experience in working with customers to configure and implement services unique to Avaya 8700/8300 processers, Nortel Option 11/61 PBX systems, Centrex, and/or converged voice services such as Voice over IP (VoIP) and associated Voicemail (Octel and Unity).



- Use of a ticket tracking tool for customer requests and incidents.
- Use of a SQL based application for vendor ordering and inventory billing.
- Use of SharePoint to manage established work processes, training, and as a resource repository.
- Bachelors Degree in Computer Science or related field

Working for DIS

DIS is an agency on the move. With a talented workforce that has a depth of knowledge and understanding of information technology, DIS provides constructive, reliable and responsive services for all their clients.

DIS offers extensive opportunities for career growth and personal development through workshops, seminars, training and other promotional opportunities.

As one of the top ten places in the country for business and careers (Forbes' Magazine, 2007), and conveniently located at the crossroads of business and leisure, Olympia has become the preferred destination zone for business professionals in the Pacific Northwest.

Olympia is on the Puget Sound and is within easy driving distance of the rugged Olympic National Park, the city of Seattle, Mt. Rainier, Mt. St. Helens, and Pacific Ocean coastal beaches: all offering ample outdoor recreation opportunities. Home to an internationally-recognized educational institution and a vibrant arts scene, Olympia is also the location of the outstanding Farmer's Market, located at the downtown waterfront.

Employee Benefits

The State of Washington offers a comprehensive and competitive package of benefits to match the needs of our diverse workforce.

DIS eligible employees can choose from our outstanding [benefit package](#) including health, dental, life and long-term disability insurance; vacation, sick, military and civil leave; dependent care assistance program; deferred compensation plans; educational benefits program; paid holidays; Commute Trip Reduction Incentives; training; and state retirement plans.

Special Notes

This position is covered by a union security provision. Therefore, as a condition of employment, candidates who are appointed are required to become members of the Washington Federation of State Employees, or pay other representational fees within the first 30 days of employment.

The incumbent in this position may be required to pass a Washington State Patrol criminal background check and meet all standards set by the WSP based on changes in technology and/or service delivery needs.

This announcement may be used to fill more than one vacancy.



How to Apply

Please submit a letter of interest with a detailed description of your experience as it pertains to the Qualifications listed. Please include a current resume, [Washington State Application](#) and a minimum of three professional references.

Please send your application materials via the State's recruitment site, [Careers.wa.gov](#).

Persons of disability needing assistance in the application process, or those needing this announcement in an alternative format, may call (360) 902-3543 or Telecommunications Device for the Deaf 1-800-833-6388.

Applicant Profile Form

As a separate part of the application process, you are requested to voluntarily complete and return the [Applicant Profile](#) sheet with your completed application. This information will be treated as confidential. This page will be separated from your application and used by authorized personnel only.

The Department of Information Services is an equal opportunity employer.